Denise Sarpong -Johnson

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Professional Profile

**Clients:** DHS CG, TSA and CWMD; DHHS CMS, FDA and NIH; DOD AF and DOT, FAA

**Engagements:** IBM, GDIT, PwC, Accenture, Kearney & Company, Deloitte, CACI

**Primary Software:** Oracle EBS R12.2.7, Oracle HCM, Oracle UPK 12, Adobe Captivate

**Primary Skills:**

* Training Lead for 4 training programs
* 15+ years of Instructor-led and live web-based training experience
* 10 years of instructional design/development/evaluation experience using Oracle UPK, and Adobe Captivate authoring tools
* Designed and developed role-based holistic simulations, participant/instructor guides/manuals, Work Instructions, FAQs and Quick Reference Guides/Job Aids based on Agile and/or ADDIE methodology
* Delivered virtual ILT, iWBT, WBT, and Brown bag courses to thousands of federal agency adult learners
* Managed and delivered virtual/online training using MS Teams, WebEx, GoToMeeting, and Adobe Connect
* Create, manage, and maintain course offerings in the Saba Learning Management System
* Setup, configure, maintain and stage training environment
* 5 years of project management experience managing teams, project plans, deliverables, and risks
* 15+ years of financial management systems implementation/upgrade experience to include 10 yrs of training experience
* 8 years of Oracle 11i, R12 and PRISM contract management implementation, upgrade, and operations and maintenance experience
* Lead Consultant for PRISM full cycle implementation
* ERP SME with experience across several systems, e.g., Oracle CLM, P2P, B2R, O2C (iP, AP, PO, Be, FedAdmin), Sunflower and PRISM
* Advanced troubleshooting module experience: CLM, iProcurement, Purchasing, Payables, BE FedAdmin, GL, Projects, AR

Last Engagement

***Functional SME & Sr. Training and Instructional Designer,*** *R3 Government Solutions &**IBM at DHS* | ***11/2019 - 6/2021***

Oracle EBS Functional SME and Trainer/Instructional Designer with a focus on Oracle Contract Lifecycle Management (CLM) for the Department of Homeland of Security (DHS) TRIO Project. Provided Functional expertise, design, and development of custom ILT & WBT Oracle UPK training guides, job-aids, and simulations, based on DHS TSA and CG agency business processes. Provided instructor-led web-based training to 100’s of DHS B2R, P2P, O2C, and R2R employees.

Professional Experience

***Oracle Training Lead,*** *GDIT at CMS* | ***6/2016 - 11/2019***

* Create Quarterly Training Impact Analysis.
* Create and Manage Training Project Schedule.
* Manage training task deliverables across several Oracle projects.
* Analyze, design, develop and publish quarterly release UPK training materials for Oracle R12 Modules.
* Manage and maintain Oracle UPK 12 Developer as System Administrator.
* Deliver ILT and WebEx user training, as needed.
* Update and maintain existing UPK training guides and simulations.

***Training Specialist,*** *Equinoxys for PwC at FDA* |***10/2015 – 6/2016***

* Design and develop Adobe Captivate 9 simulations for Oracle Hyperion Planning v11 ILT and webinar courses.
* Design and develop ILT and on-line user guides, job aids and FAQs.
* Engage with client, functional and technical teams to develop Hyperion course materials based on budget, payroll and acquisitions forecasts and projections.
* Deliver instructor-led and webinar Hyperion Planning courses.
* Assist users during UAT.

***Oracle Deployment Specialist,*** *Apex Systems for Accenture at DOD U.S. Air Force* |***6/2015 – 10/2015***

* Provide onsite post go-live functional Oracle 11i user support within a live environment.
* Provide Oracle 11i Federal Financials subject matter expertise for Budget Execution, iProcurement, Purchasing, Payables, and Projects modules.
* Provide one-on-one and small group refresher training.
* Provide federal financial management best practice in line with AF business processes and policies. Run, analyze, and troubleshoot issues for Oracle Standard Reports and Discoverer Viewer.

***Sr. ERP Training Consultant,*** *DFuse Technologies for SRA at NIH* |***2/2015 – 6/2015***

* Design and develop Oracle UPK 11.1 simulations, guides and job aids for ILT and CBT courses.
* Deliver instructor-led Oracle Federal Financials R12 training courses.
* Provide desk-side go-live support within live environment.

***Sr. ERP Training Consultant,*** *TWD for Kearney & Company at USAF* |***10/2012 – 2/2015***

* Manage deployment training site activities for seven U.S. Air Force locations.
* Deliver instructor-led Oracle Federal Financials 11i training.
* Design and deliver webinar training to local and overseas community.
* Provide desk-side go-live support within live environment.
* Create, update and maintain Oracle UPK 11 simulations, guides and job aids.
* Create Oracle UPK assessments.

***Oracle UPK Lead,*** *TeraThink for CACI at NIH |* ***04/2012 – 10/2012***

* Manage and maintain UPK Development System and content.
* Develop and deploy UPK content for NIH O&M end-users and content developers.
* Develop and deploy UPK test scripts to HP Quality Center.
* Provide UPK Support and UPK training sessions for content developers.

***ERP Training Lead,*** *Technatomy for Deloitte at FDA |* ***01/2010 – 04/2012***

* Manage the financial management systems training program for FDA OFM. Oversee and manage scheduling and delivery of Oracle Financials 11i, asset management, and adhoc reporting application courses.
* Create project plan and manage deliverables for 2-4 member training maintenance team.
* Update, maintain and design course participant/instructor guides, work instruction and activities for 20 instructor-led and virtual courses.
* Setup user accounts, configure and maintain training instance.
* Create and manage Saba Learning Management System course and offerings.
* Provide financials and contract management system subject matter expertise to project team and client.

***Oracle Training Lead,* *NJVC LLC*** *|* ***01/2009 – 01/2010***

Manage the planning, design, development, scheduling and delivery of Oracle HRMS and Self-Service training materials for an internal Oracle implementation, based on ADDIE; Provide web-based, web-conference, Brown Bag and Instructor-led courses; Design and develop corporate training program for Oracle Financials and HRMS application; Setup and maintenance of training instance; Manage and coordinate all ERP related training activities and communications.

***Sr. Functional ERP Consultant, iNovate Solutions for DHHS HCAS Project | 09/2008 – 1/2009***Provide Procure-to-Pay subject matter expertise and data conversion analysis and validation for DHHS HCAS (PRISM) implementation; Identify, track, resolve and report issues to stakeholders and implementation team; Define, refine and develop business process and procedures based on implementation of Oracle iProcurement and HCAS.  
   
***Sr. Functional Oracle Consultant, SRA International for IBM at CMS | 06/2008 - 09/2008***  
Provide subject matter expertise for HIGLAS CMS Oracle 11.5.10 AP and PO implementation; Facilitate and develop materials for demos and release updates; Provide end-user training for Oracle AP, PO, AR, GL & Fed Admin; Develop traditional training manuals, and materials and web-based training materials using Oracle Tutor, Adobe Professional and IBM Simulation Producer.  
   
***Sr. PRISM Trainer and Technical Analyst, SRA International for USAID GLAAS Project  
11/2007 - 5/2008***Provide PRISM procurement application local and overseas training, post-deployment support and functional procurement subject matter expertise for the USAID project; Development and update of User/Trainer manuals and training materials; Scheduling, and training of courses, workshops and webinars; Maintenance, user setup, configuration and support of PRISM sandbox and training instances.  
   
***PRISM Team Lead, SRA International for GAO | 10/2006 - 11/2007***  
Provide federal client with business requirements, application setup and configuration, testing, data migration, and training of PRISM procurement application for the GAO PRISM Implementation Project; Design and development of functional specs, & setup and configuration documents; Provide functional and system administrator expertise for all phases of full life cycle implementation.

Education

* MEd eLearning Technology and Design, Jones International University
* BS in Graphic Arts Technology, Florida A&M University

Skills

Oracle Federal Financials R12 Contract Lifecycle Management (CLM), B2R, P2P, O2C (iProcurement, Receivables, Payables, GL, BE FedAdmin, Purchasing, Oracle Projects); Oracle HRMS HCM; HCAS, HIGLAS, GLAAS, & PRISM acquisition systems and app; Phoenix, DELPHI, UFMS, FFMS, DEAMS & TRIO financial management systems; SharePoint, ClearCase; WebEx, Adobe Connect, GoToMeeting, MS Teams & Zoom web conferencing tools; Hyperion Planning, PMIS/Sunflower, OBIEE, Saba LMS, Visio, & MS Project tools; Photoshop and Adobe Illustrator design tools. Adobe Captivate and Oracle UPK 12 authoring tools